
Meridian 1

Automatic Call Distribution

Feature description

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Revision history

October 1997

Issue 5.00. This is the X11 Release 23 standard version of this document. Automatic Call Distribution features that were previously in *X11 features and services* 553-3001-306 have been added to this document.

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Standard, version 4.00 for X11 release 22.0x.

December 1995

Standard, version 3.00. This document issued for release 21 to include Multiple Queue Assignment.

December 1994

Standard, version 2.0. This is a new document issued for X11 release 20. Due to the extent of the changes, revision bars are not used.

August 1, 1993

Standard, version 1.0. This document includes updates for X11 release 19. It supersedes and replaces the following documents, whose content is incorporated in this document. Change bars denote X11 release 19 content updates only.

- *Automatic Call Distribution basic features description* (553-2671-100)
- *Automatic Call Distribution advanced features description* (553-2671-101)
- *ACD basic features operation and tests* (553-2671-300)
- *ACD advanced features operation and tests* (553-2671-301)

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